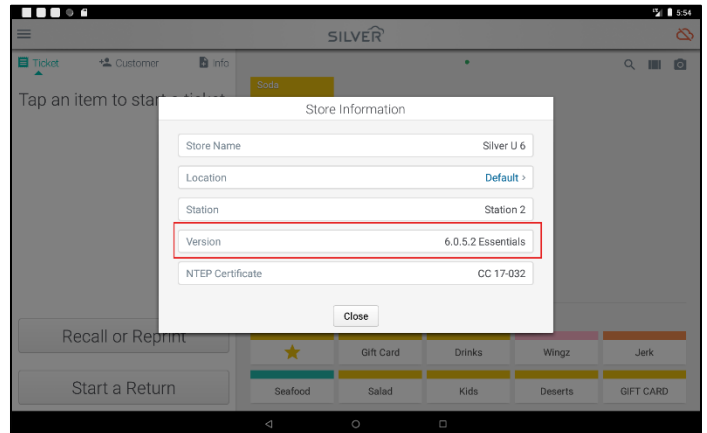
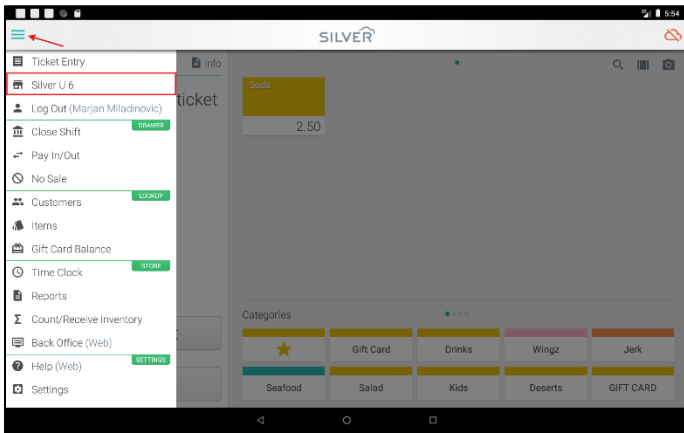


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1. Confirm the Current App Version

To confirm the current app version, from the first screen on the POS after logging in, tap on the **3 bars** at the top left corner and on the **store name** (*second line*) -> check the version number displayed.



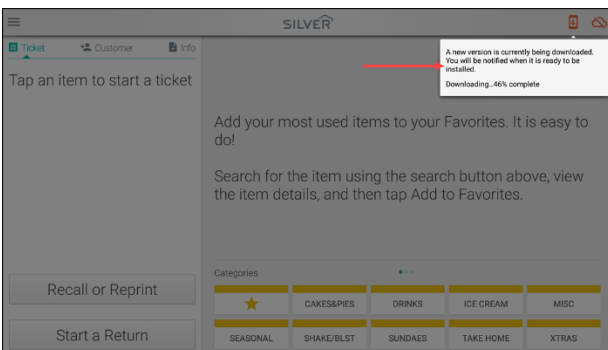
The required app version that is being pushed is 6.6.1.328.

If the device doesn't already have this version, it should be updated.

2. Updating Process

2.1 Updating the POS App

If the POS device is not already updated, there will be a notification to do so.



The update is done by tapping on the **upgrade icon** at the top right-hand corner, and then on **Install**.

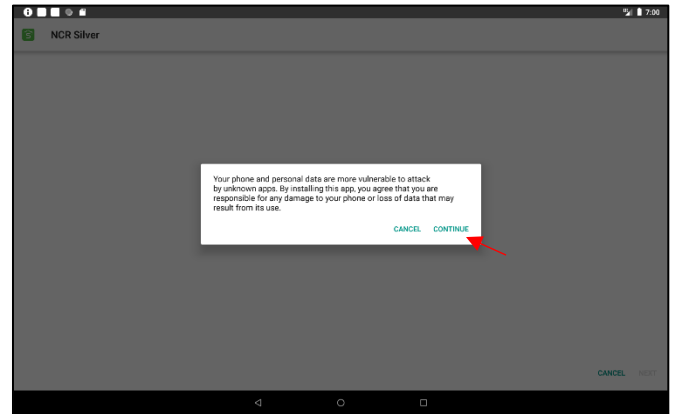
If the upgrade icon is orange, the update is still being downloaded.



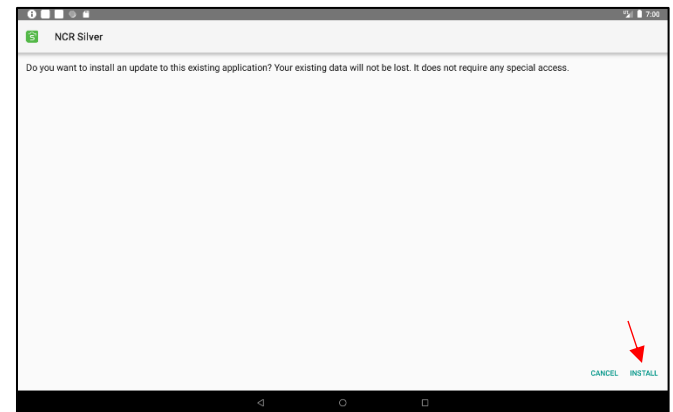
After the download the icon will be green and tapping on it will display the install button.

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After tapping on the **Install** button, the user should tap on **Continue** on the pop-up that appears.

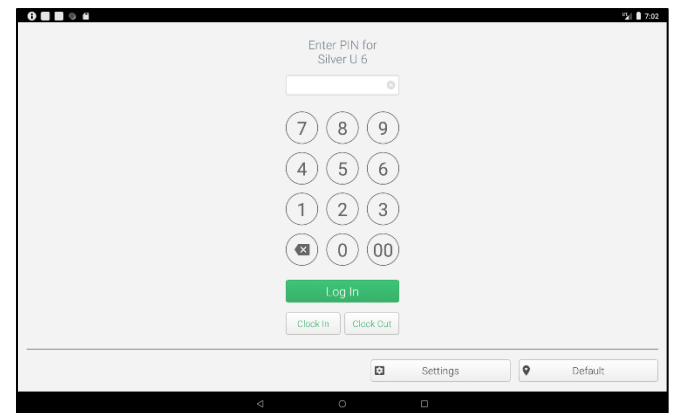


Tap **Install** to begin the app installation.



The POS should go back to the log in screen, and the user should **log in** using their PIN.

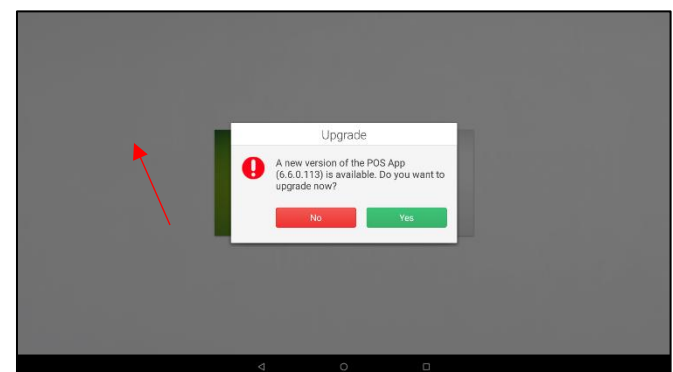
NOTE: Ensure the cloud icon is green and proceed with credit processor initialization and card reader setup.



⚠ Sometimes, an 'Upgrade' prompt will appear, and pressing either Yes or No doesn't work.

Typically, the solution to skip this screen is to restart the device, and as soon it powers on tap quickly outside of the prompt.

Once the prompt disappears, the user should log in, and update the POS through the update notification icon as described above.

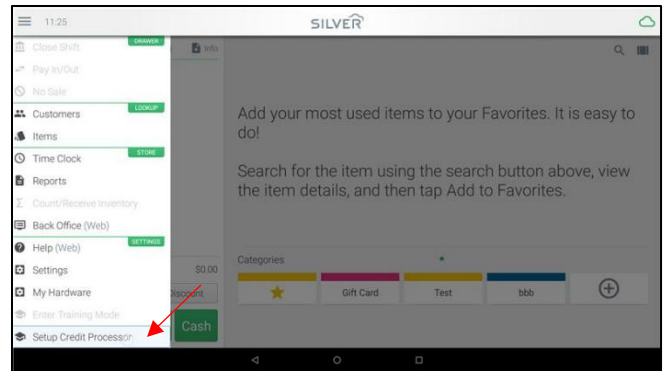


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2.2 Post Update Card Processing Setup

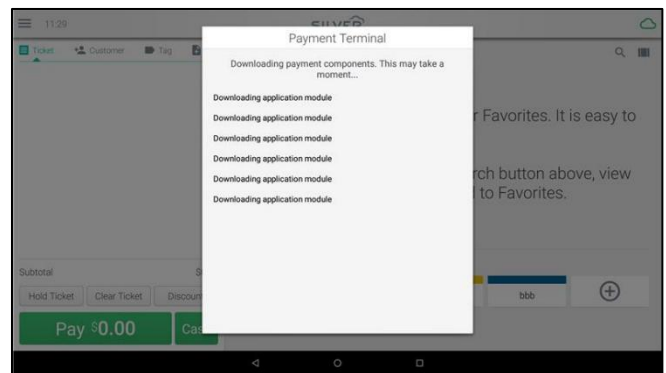
For credit processing to function, users must initialize it after the app update.

This is done by logging into the Silver Essentials POS app, tapping on the **3 bars** at the top left-hand corner, and then on the **Setup Credit Processor** line (swipe up on the side menu to reach this option if necessary).



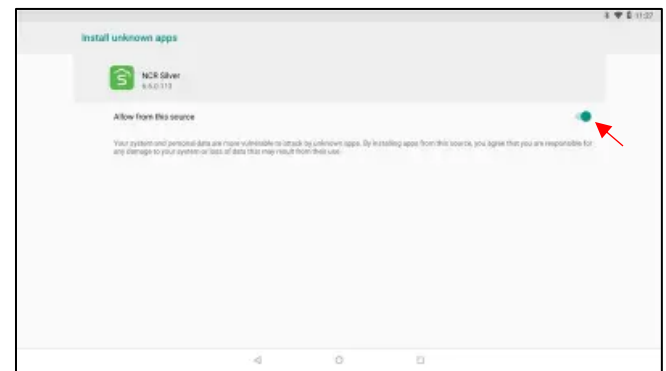
Note: There might be a notification to uninstall the previous version of the SPI Gateway Service app which should be done.

The Payment Terminal prompt will appear, and the SPI Gateway Service app download will begin.

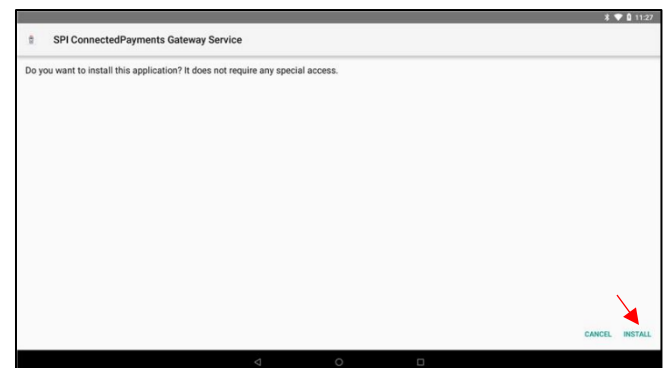


The screen to allow the install permission might appear, and the user should toggle on the 'Allow from this source' line.

If the SPI Gateway Service app Installation doesn't start automatically, tap the back button (◀).



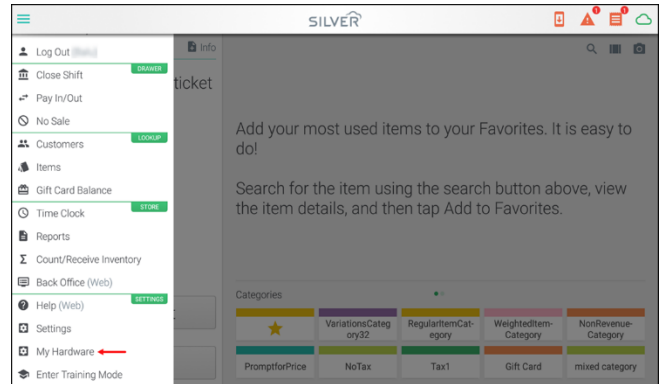
On SPI Gateway Service app Installation screen tap on **Install**.



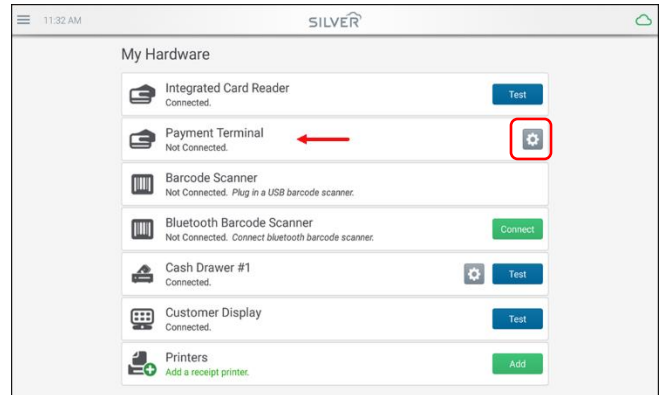
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2.2 Configure the Card Reader

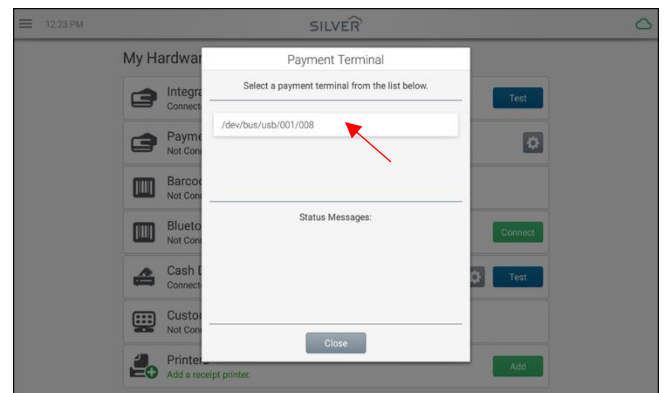
To connect the card reader, tap on the **3 bars** at the top left-hand corner and select **My Hardware**.



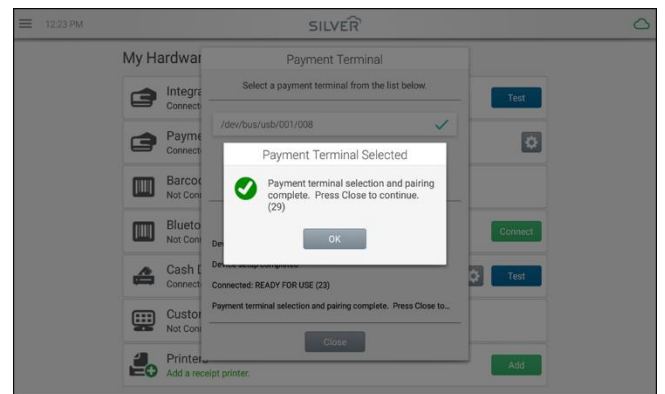
Tap the **gear icon**, next to the Payment Terminal line



Select the payment terminal from the list.



Tap OK and then Close.



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NOTE: After the credit processor initialization has been completed, it is advised to go to the ticket entry, create a ticket and pay using a credit card to confirm that the card reader is operational.

Please remember to void/refund test transactions.